

{{client_name}}

{{client_address}} · {{client_city_state_zip}} · {{client_phone}}

SECURITY INCIDENT NOTIFICATION

{{notice_date}}

{{recipient_name}}

{{recipient_address}}

{{recipient_city_state_zip}}

RE: {{account_name}} — Security incident identified {{incident_discovered_date}}

NOTICE OF A SECURITY INCIDENT

Dear {{recipient_name}},

We are writing to tell you about a security incident affecting {{client_name}} that involved information belonging to {{account_name}}. We take this seriously and want you to have the facts, what we have done, and what we recommend you do.

What happened.

On {{incident_discovered_date}} we identified {{incident_summary}}. We began an investigation the same day with outside forensic specialists and contained the incident on {{incident_contained_date}}.

What information was involved.

Our investigation determined that the following categories of information relating to {{account_name}} were involved: {{data_categories}}. {{data_exclusions}}

What we are doing.

- We contained the incident and removed the unauthorized access.
- We engaged {{forensics_firm}} to complete an independent investigation.
- We notified {{authorities_notified}} and are cooperating with them.
- We have made the following changes to prevent a recurrence: {{remediation_summary}}.

What you can do.

We recommend that {{account_name}} review the account activity described at {{incident_url}}, rotate credentials and API keys issued before {{credential_rotation_date}}, and pass this notice to anyone at {{account_name}} who administers your users.

For more information, contact {{incident_contact_name}} at {{incident_contact_email}} or call {{incident_hotline}}, {{incident_hotline_hours}}.

Sincerely,

{{signer_name}}

{{signer_title}}

{{client_name}}